

PROGRAM TECHNICIAN II

OPEN EXAMINATION

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL OPEN FOR

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

POSITIONS

Positions exist statewide within the EDD.

POSITION DESCRIPTION

TAX BRANCH – Under general supervision, incumbents perform a variety of paraprofessional duties in support of the tax-related programs and other administrative functions within the Tax Branch. Duties vary in level of difficulty and duration and may include responding to telephone, written or in-person inquiries; establishing and maintaining employer, employee, or claimant records utilizing a personal computer (PC) and various software; performing less complicated collection activities including nominal monetary collections, adjustments and special processes. Incumbents may also have lead and training responsibility. Some positions are located in a call center environment.

LABOR MARKET INFORMATION DIVISION – Under general supervision, incumbents perform a variety of complex duties involving the collection, processing and dissemination of labor market information (LMI). Tasks at this level include: monitoring survey work, including the administration of technical activities within a specific LMI program area utilizing a personal computer (PC) and various software; providing leadership and training to other technical staff involved in specific LMI program functions; calling employers to resolve complex reporting issues; communicating LMI program focus to both internal and external customers; and responding to inquiries from professional staff and employers regarding labor market information.

SALARY RANGE

\$2465 - \$2998 per month *(This salary does not reflect the pending increase of 7/1/06.)*

EXAMINATION DATES

Final Filing Date: **AUGUST 18, 2006**

Written Test Date: Anticipated for Saturday, October 21, 2006.

HOW TO APPLY

To apply for this examination, submit a completed Examination Application (STD 678) **POSTMARKED** no later than the final filing date. Applications received postmarked after the final filing date will not be accepted for any reason. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. The use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

EMPLOYMENT DEVELOPMENT DEPARTMENT
HUMAN RESOURCE SERVICES DIVISION, MIC 54
ATTENTION: PROGRAM TECHNICIAN II EXAM
P.O. BOX 826880
SACRAMENTO, CA 94280-0001

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

Note: All applications must include "from" and "to" dates (month/day/year), time base, civil service class titles, and range. Applications received without this information may be rejected because of incomplete information.

SEE PAGE 2 FOR ADDITIONAL INFORMATION

**REASONABLE
ACCOMMODATIONS**

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

**TESTING / LOCATION
PREFERENCE**

If your application is accepted, and if you do not indicate a location preference where you would like to test, you will be scheduled to take the written examination at the nearest testing facility to your home address.

LANGUAGE FLUENCY

Some positions in the Program Technician II class require fluency in both English and a second language in order to facilitate communication with customers. Individuals interested in applying for bilingual positions must identify their language fluency on Page 1, item number 6, of the application. Individuals considered for bilingual positions must pass a language fluency exam, which is separate from this examination and will be conducted at the hiring interview.

WHO SHOULD APPLY

Persons who meet the minimum qualifications as stated on this bulletin should apply. This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

**ELIGIBLE LIST
INFORMATION**

A departmental Open eligible list will be established for the EDD. Eligibility expires 12 months after it is established unless the needs of the service or conditions of the list warrant a change in this period.

**REQUIREMENTS FOR
ADMITTANCE TO THE
EXAMINATION**

Note: All applicants must meet the education and/or experience requirements for this examination **by the final filing date**.

It is the responsibility of all applicants to provide complete and detailed descriptions of qualifying experience to substantiate minimum qualifications. This information is critical in determining acceptance into any examination. Your signature on your application indicates that you have read, understood, and possess the minimum qualifications required.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

**Minimum
Qualifications****EITHER I**

In the California state service, either (a) 18 months of experience performing duties equivalent in level of responsibility to the class of Program Technician; or (b) 24 months of experience performing duties equivalent in level of responsibility to the class of Office Assistant. (Applicants who have completed all but six months of service performing the duties, as specified above, will be admitted to the examination, but they must complete the total required months of this experience before they can be eligible for appointment.)

OR II

Two years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least 18 months in a position equivalent in level of responsibility to the California state civil service class of Program Technician.)

**SCOPE OF THE
EXAMINATION****A. KNOWLEDGE OF:**

1. Modern office methods, equipment, and procedures.

B. ABILITY TO:

1. Perform clerical and technical work.
2. Follow directions.
3. Evaluate situations accurately, and take effective action.
4. Learn and apply laws, rules, regulations, procedures, and policies.
5. Make arithmetic calculations with speed and accuracy.
6. Communicate in English at a level required for successful job performance.
7. Meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone.

**EXAMINATION
INFORMATION**

WRITTEN TEST ONLY - WEIGHTED 100%

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

Requests to reschedule the written test date and time will not be allowed in this examination.

CANDIDATES WHO DO NOT APPEAR ON THE DATE AND/OR TIME OF THEIR SCHEDULED WRITTEN TEST WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

**VETERANS
PREFERENCE
CREDITS**

Veterans preference credits will be added to the final score of those competitors who are successful in this examination and who qualify for and have requested these points. Due to the changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans preference credits.

CAREER CREDITS

This is an open examination. Applications will not be accepted on a promotional basis. Career Credits do not apply.

**INQUIRIES ABOUT
THIS EXAMINATION**

The EDD encourages all potential applicants to read this entire bulletin. Please refer to page 4 of this bulletin for additional examination information. All inquiries about this examination should be directed to Lalane Lasala at (916) 654-9177.

Exam Hotline

The EDD also maintains a 24-hour recorded Automated Call Processing System. This system, which is updated weekly, provides information on upcoming final filing dates for EDD's open and promotional examinations. To access this system from a touch-tone phone, call (916) 654-6869.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the EDD, Human Resource Services Division, (916) 654-6869, four weeks after the final filing date if he/she has not received a notice and/or **THREE DAYS PRIOR to the written test date** if he/she has not received his/her notice to appear for the written exam. If a candidate's notice of testing fails to reach him/her prior to the day of the test due to a verified postal error, he/she will be rescheduled upon written request.

EXAMINATION APPLICATIONS (STD 678) are available at local offices of the Employment Development Department, at the State Personnel Board, and on the Internet at www.spb.ca.gov/jobsgen/app.htm.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

EXAMINATION LOCATIONS: When a written test is part of the examination, it will be given in such places as the number of candidates and conditions warrant. When oral interviews are part of the examination, ordinarily, such interviews are scheduled in the following areas: Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

VETERANS PREFERENCE: California law allows granting of veterans preference credit in Open and Open, Non-promotional examinations. Credit in open entrance examinations is granted as follows: 15 points for disabled veterans; and 10 points for all other veterans, widows and widowers of veterans, and spouses of 100% disabled veterans. Credit in Open, Non-promotional examinations is granted as follows: 10 points for disabled veterans and five points for other veterans. Directions for applying for veterans preference credit are on the Veterans Preference Application (Form 1093) which is available from the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001, and participating offices of the Employment Development Department, and on the Internet at www.spb.ca.gov.

CAREER CREDITS: Career Credits are granted only in Open, Nonpromotional examinations, as follows: 1) State employees with permanent civil service status; 2) full-time employees of the State who are exempt from State civil service pursuant to the provision of Section 4 of the Article VII of the California Constitution, meet all qualification requirements specified by the Board, and have 12 consecutive months of service in an exempt position; and 3) members of the California Conservation Corps who have served one full year or are graduates of the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria and who pass the examination. Such examinations cannot be for managerial positions as described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section on the Application Form 678. (Section 4 of the Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento, CA.)

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Web site: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.